

FRIDAY BULLETIN

NEWS FROM THE ALASKA DIVISION OF LIBRARIES, ARCHIVES & MUSEUMS

4/15/2011

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MUSEUM VISITOR SERVICES TOPS IN CUSTOMER SERVICE

Each year the State of Alaska looks for examples of excellence in public service in all state departments and in communities across Alaska. These exemplars are given the Governor's Denali Peak Performance Award. We are pleased to announce that our Alaska State Museums' Museum Protection and Visitor Services (MPVS) staff won a 2011 Denali Award in the Customer Service Excellence Team category. More information about the Denali Awards can be found at <http://denaliawards.alaska.gov>.

The Alaska State Museums in Juneau and Sitka welcome tens of thousands of visitors each year. The bulk of museum visitation is comprised of tourists in the summer season and school groups in the winter. The museums' MPVS staff, consisting of three full-time employees, two seasonal employees and a handful of employees who work on-call, are responsible for:

- Greeting visitors and providing orientation to the facility, exhibits, events, and services.
- Explaining the meaning, intention, use, history, and cultural significance of the art and objects on exhibit;
- Serving as front-line responders to requests or inquiries, directing callers, visitors, researchers, potential donors and others to other museum staff as appropriate;
- Providing first aid if needed and responding to building intrusion or fire alarms;
- Dispatching and receiving returns of objects loaned to Native clans for ceremonial use purposes, often after hours;
- Training and overseeing museum docents; and
- Providing facility security and orientation to new employees and volunteers.

These visitation-related duties are in addition to being responsible for:

- Facility maintenance;
- Facility uses;
- Building security;
- Protecting the collection.

- Maintaining statistics on visitation, volunteers, and museum programs;
- Marketing the museum, exhibitions and museum programs; and
- Writing grants for and developing/conducting summer youth activities.

Here are some of the reasons why the staff was nominated, according to the Denali nomination form:

Notwithstanding all these responsibilities and activities, I have observed the museum's MPVS staff providing unwavering professional and courteous customer service to all who enter the facility. I feel most in awe when seeing them conduct programs they developed for school groups. Enthusiastic presenters for the children, MPVS staff uses museum objects to incorporate Alaska's cultural and other history into instructional strategies. The staff is highly knowledgeable when conducting tours of the museum for visitors, students, special interest groups and researches, and shares this knowledge with enthusiasm and a keen appreciation for the museum, its collection, and the museum's mission.

The influx of visitors, many of whom are senior citizens, occasionally brings with it the irritable and complaining personality. In my ten years working with MPVS staff, I have never once seen them respond to these personality types with anything except courtesy and patience. Nor have I ever seen them appear ruffled or resentful. Occasional emergencies that arise are dealt with calmly and effectively.

The Alaska State Museums' Protection and Visitor Services (MPVS) staff consists of:

- Lisa Golisek-Nankervis
- Mary Irvine
- Sara Lee
- Melissa Kramer
- Janet Kowalski
- Lisa Bykonen
- Peter Gorman
- Deborah Doland

And Museum on-call staff:

- Diane Anderson
- Shar Fox
- Judy Hauck
- Elizabeth Knecht
- Martha Littlefield

Please join me in congratulating on MPVS staff on this well deserved honor.

2011 DIGITAL PIPELINE TRAINING AND OUTREACH GRANT PROGRAM, PHASE I

Do you believe the Digital Pipeline databases are a tremendous source of unique yet underutilized information?

If so, the Alaska Library Network (ALN) is pleased to announce a new grant program to help you. ALN is seeking creative grant proposals to promote the use of Digital Pipeline databases to Alaskans. Priority will be given to proposals specifically targeting Live Homework Help (Tutor.com) or the Testing and Education Resource Testing Center (TERC) to students, parents and educators. The Alaska Library Network invites Alaskan libraries to apply for funds to present training sessions and conduct outreach activities that promote understanding and use of Digital Pipeline resources within their communities and institutions.

Eligible grant funds will pay for a wide variety of workshop expenses or outreach activities up to \$5000 for ALN member libraries. Please go to www.alaskalibrarynetwork.org/grants/ for grant details, guidelines, contact information, and the application. The grant deadline is June 30, 2011.

MUSEUM GRANT-IN-AID APPLICATIONS AVAILABLE

The FY2012 Museums Grant-in-Aid applications are now available, announces Scott Carrlee. You can download them from our website <http://www.museums.state.ak.us/grants.html>. There are mini-grants, regular grants and internship grants.

The application deadline for all kinds of grants is June 1st 2012. You can apply for the grants in several ways:

1. Do it entirely online and get an immediate confirmation that your application is filed.
2. You can also attach any of the applications to an email to scott.carrlee@alaska.gov by 4:30 pm AKST on June 1 and he will send you a confirmation email.
3. If you mail your application, the postmark must be no later than June 1st.

JUNEAU PUBLIC LIBRARY'S YOUTUBE CHANNEL

The Juneau Public Library has been quietly operating a YouTube channel at <http://www.youtube.com/user/juneaupubliclibrary> since October 2010. Recent offerings have included:

Dana Stabenow Q&A
Overdrive App for iPhone/iPad
Lynn Schooler: Crossing the Glaciers
Science Resources Tutorial

If your library, archives or museum has a YouTube account, we'd love to hear about it.

ANCHORAGE LIBRARIANS TEACHING CHALLENGED BOOKS COURSE

Ole! for librarians Jane Baird, Laura Baldwin (from the Anchorage Public Library), Jim Curran (Anchorage's West High School librarian) and June Pinnell-Stephens (retired librarian and intellectual freedom fighter)—they were invited to teach a 4-week course on “Banned and Challenged Books” for Opportunities for Lifelong Education (OLE!) in April. This UAA-affiliated adult education program (it's open to adults of any age but specifically design for people over the age of 50) provides a place to continue learning together. For further details about the program go to <http://www.oleanchorage.org>.

Topics for the “Banned and Challenged Books” course are: Constitutional issue and history of banned books in the U.S.; policies and challenges to adult books; special considerations and challenges for children and teens and; issues regarding school libraries and books for classes. (Thanks to Karen Keller for this item)

FUNDS TO EXPAND AND SUSTAIN IMAGINATION LIBRARY

Best Beginnings is working to expand Dolly Parton’s Imagination Library throughout Alaska. With the financial support of the Alaska Department of Education and Early Development and the Rasmuson Foundation, Best Beginnings is offering a Request for Proposals to launch or sustain Imagination Library in communities across Alaska. More than 13,000 Alaska children already participate in the program through 21 local Imagination Libraries serving 70+ communities.

Imagination Library mails a brand new, age appropriate book each month to every child from birth to age 5 who signs up for the program in their community, regardless of family income. The Dollywood Foundation manages the system to deliver the books to the home. But it's more than a book delivery program; it's a Get-the-Whole-Community-Involved-in-Reading-to-Kids Program.

“Community” can be defined as a town, village, or an area where a group of people live. Normally, the community pays for the books and mailing, promotes the program, registers children, and enters the information into the database. With this RFP, villages without a strong economic base and with schools not making adequate yearly progress may receive 100% funding for books, provided residents take on all local volunteer tasks. All other communities are invited to apply as usual, and funding awards will be on a competitive basis.

The Request for Proposals invites communities to apply for matching financial and technical assistance. Deadline: Monday, May 16, 5:00 p.m. All information available at <http://www.BestBeginningsAlaska.org/rfp>.

ALASKA-YUKON-PACIFIC EXPOSITION DOCUMENTS AT SEATTLE ARCHIVES

Sometimes information relating to topics of Alaskan interest are found Outside. Such is the case with the 1909 Alaska-Yukon-Pacific Exposition, where the Seattle Municipal Archives has a number of digitized documents and images relating to the Exposition. The collection can be found at <http://www.seattle.gov/CityArchives/Exhibits/AYPEddl/doclist.htm> and includes a map of the AYPE grounds.

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Linda Thibodeau, State Librarian and Director

Division of Libraries, Archives, and Museums - Alaska Department of Education and Early Development
PO 110571, Juneau, AK 99811-0571 - Tel: 465-2911 - Fax: 465-2151 - linda.thibodeau@alaska.gov